



# Services and Capabilities



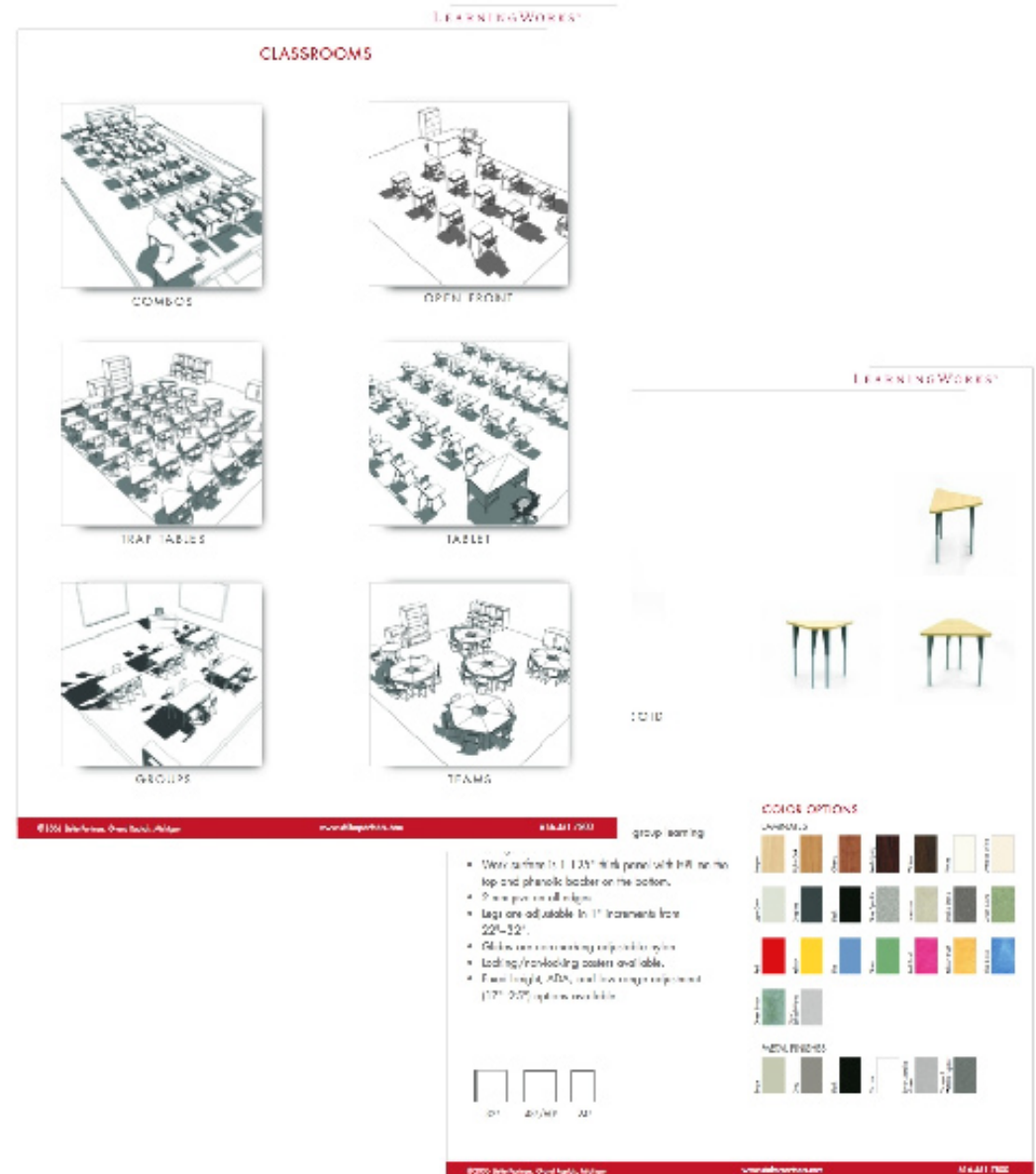
# Services and Capabilities

- ProjectWorks
- STUdio Design
- Project Management
- Installation



ProjectWorks is a project binder to serve as a guide for specifying and ordering product for the school. That consists of:

- Layouts
- Spec Sheets
- Costs



# STUDIO DESIGN



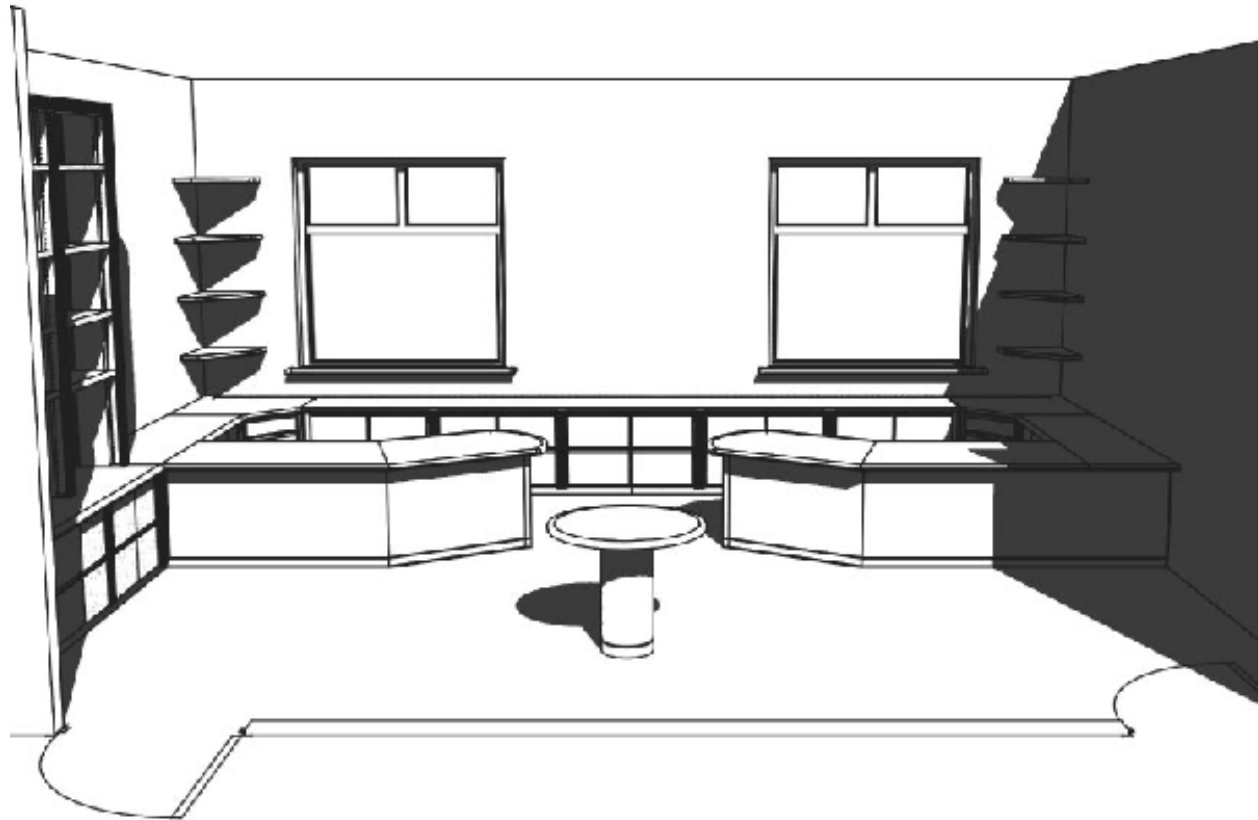
Our goal is to help you to:

- Be creative: Use different materials, shapes and sizes
- Solve problems: Develop custom solutions to meet unique needs
- Present solutions: Help your customer visualize products and spaces
- Win: Bring in business with your innovation and creativity

Studio offers full circle design services for custom products, project application layouts and renderings. Our 4-step process of observing, designing, prototyping and refining has proven successful in developing solutions that meet or exceed customer needs and expectations.

## Renderings

If you need to see how our products will work in your environment, we can provide you with quality renderings that will help answer your questions.



# PROJECT MANAGMENT



- stage one: **fine-tuning**
- stage two: **in-house**
- stage three: **go-time**
- stage four: **follow-up**

Staying informed with up-to-date knowledge about your order is important to you, and providing that information is important to us. Our Project Management Process involves four stages: fine-tuning, in-house, go-time and follow-up. Our goal is to keep everyone involved current, informed and organized, so every order can be processed, acknowledged, and delivered correctly and on time.





# PROJECT MANAGMENT

- stage one: **fine-tuning**
- stage two: **in-house**
- stage three: **go-time**
- stage four: **follow-up**

**The world moves fast. During our fine tuning, it slows down. We want to sit down with you and have a conversation about exactly what you're looking for. It's time to really listen and learn.**

**NEEDS IDENTIFICATION:** Whether it is providing you thought starters from a large gallery of previous jobs, working with our STUdio design team, or simply defining the product you're looking for - this is a time for you to ask questions. Who we are, what we do, what you'd expect... and we give prompt and definitive answers.

**PROJECT IDENTIFICATION:** We take you through a checklist providing us with all of the important information that deals with your project. This could include contact information, determining timelines or filling out specific product forms that ensure we have everything right – to the very last detail!

**CONFIRMATION & QUOTES:** We double check engineering (are there any special finishes, etc.) and specials that are requested. We will always provide a formal quote and direct pricing including specifications, install and freight. We also ensure that with each job we have a drawing sign off.

**INSTALLATION TEAM:** How do you want your product installed? What special considerations do we need to take (from dock loading to tagging)? Right from the beginning, we identify the install team for you, gather your preferences and determine the best way to install. This guarantees a worry free install from the start.

**RESERVATION FOR MANUFACTURING:** When do you need the product and install by? We provide you with our lead times and set up a plan for install dates that meet your specific needs, as well as scheduling manufacturing times.

**VERIFICATION:** This includes a personal phone call and possible site visit for field

# PROJECT MANAGMENT

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Now that we've decided upon the right solution for you, and the order is "in-house," we go the extra distance to make sure that you're always in the know. We also want to know exactly how you're feeling and if there is anything we can do.

**ACKNOWLEDGEMENT:** Once we receive your order, we personally call to acknowledge it. We then review the order in a step by step process that looks over everything from top to bottom.

**OFFICIAL TIMELINES:** Here is where we officially identify your project. We give you a formal installation schedule with expected ship dates that suit your needs.

**SHIPMENT DETAIL:** Before it leaves our house, we want to make sure it gets to your house exactly how you want it. We ask every question under the sun about your shipping preferences! StelterPartners will even work together to create, if needed, a quick response solution (if you have multiple orders or phasing).

**UPDATES:** We make constant phone calls to assure that the production phase is going exactly as planned. We also call you to make sure that we are providing everything that is needed, as well as any revisions that may need to happen to your order. We know that constant communication is the key.

**CONSOLIDATION:** For every shipment we work to determine what we can consolidate to expedite shipping and lower your costs. Every shipment is also analyzed for optimal packaging reduction to address environmental concerns.

**INSPECTION:** During the staging of product, we perform a thorough inspection on our side which includes an extensive quality check. We want to guarantee that you receive everything right – the first time.



# PROJECT MANAGMENT

- stage one: **fine-tuning**
- stage two: **in-house**
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**It's almost that time – your shipment is on the way. We want to ensure you that everything is going smoothly and there are no concerns.**

**INSTANT NOTIFICATION:** Once our product leaves the building, an official notice will be sent along with a product tracking number so you can personally track your shipment.

**SHIPMENT RECEIVAL:** We want to make sure that your shipment is received with every thing in tact and all parts necessary. We also want to check in just to make sure you are getting all of the assistance you need. That is why we personally call you on the exact date your shipment is received.

**INSTALLATION HELP:** Each installation comes with vivid step-by-step paper instructions as well as specialized video instructions included along certain jobs. We've documented everything we've discussed in our fine tuning step and make sure that the install goes exactly the way you pictured. The install team will be prepared with every detail they need to know to make your install go smoothly and quickly – and most importantly, no problems.

**FAQ:** We have an easily accessible web site page completely dedicated to frequently asked questions.

**HELPLINE:** We know that no matter how detailed we get, questions are bound to occur. That is why the StelterPartners "helpline" is open for calls at any time of the day, whenever you have questions. We're in this together!

**SIGN OFF:** We've got a mandatory punch list to be signed off on once you go through entire project to review each item and each install/room



# PROJECT MANAGMENT



stage one: fine-tuning  
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Once the installation is done, is the job done? Definitely not. Our last step, which will always be ongoing includes:

**FEEDBACK SURVEY:** How did we do? We want to know! We provide you with extensive feedback surveys so we can improve on our next project with you and anyone else!

**PRODUCT KNOWLEDGE:** We provide you with the best ways to utilize, instruct you on how to care for your new install and how it all works in your personal environment.

**STAY IN CONTACT, FOREVER:** We will provide you with contact information that ensures that over the life of your product usage, we are here and available to answer any questions and provide you with any service needed.





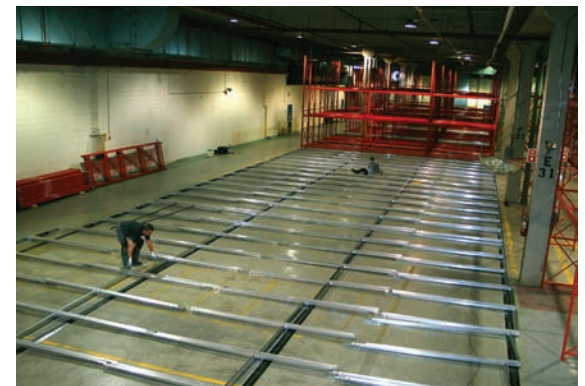
# INSTALLATION

StelterPartners has an outstanding industry reputation for installation services thanks to the proven processes we follow. The Planning phase of installation begins long before the product arrives.

**Planning** The planning process begins with a meeting between your StelterPartners account executive, the furniture project manager, and the lead installer. At this meeting, the team reviews project installation drawings, and specifications. The team determines complexity, manpower requirements, product delivery, schedule and site needs. The installation date is set, and specific installers are assigned to the job.

**Installation** At the time of installation, the crew reviews all on-site project specifics. They locate staging areas, take care of necessary building protection, and establish the route that trash will leave the site. Products are brought in using a pre-planned sequence that allows workers such as cable installers or electricians to complete their tasks.

**Finishing** When the installation is completed, the crew ensures everything is clean, complete and fine-tuned to the customers' satisfaction. The lead installer roams the site to double-check for any last minute issues or adjustments needed. Then, the team quickly gets out of the way, so you can unpack and get back to work.



# CONTRACTS

StelterPartners brings an unparalleled balance of functional and design value to the marketplace that will help create success for dealers and designers.

StelterPartners— offers you affordability, design, and service with the use of E&I, GSA, local and state contracts.







LearningWorks



SpaceWorks



PartnerStudio



WorkSphere

